

DEC Billing Accuracy

	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR*</u>	<u>MAY</u>	<u>JUNE</u>	<u>JULY</u>	<u>AUG</u>	<u>SEPT</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
2021				99.86%	99.71%	99.39%	99.56%	99.47%	99.24%	99.38%	99.50%	99.44%
2022	99.57%	99.45%	98.81%	99.17%	99.61%	99.48%	99.64%	99.44%	99.67%	99.73%	99.73%	99.75%
2023	99.69%	99.49%	99.62%	99.71%	99.63%	99.62%	99.59%	99.63%	99.66%	99.65%		

\* April 2021 commenced the official cutover to Customer Connect